

# Animal Presentations Completion Rate Zoo



KPI Owner: Steve Taylor

Process: Guest Experience

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: Jul. 2013-Mar. 2014: 58% completion rate</p> <p>Goal: Increase reliability of animal presentations occurring to 75% by May 2015.</p> <p>Benchmark: TBD</p>	<p>Data Source: Animal Area Reports</p> <p>Goal Source: Zoo's Strategic Plan</p> <p>Benchmark Source: TBD</p>	<p>Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions</p> <p>Measurement Method: Total number of animal presentations completed divided by the total number of possible presentations.</p> <p>Why Measure: To ensure the quality of guest experience is meeting guest expectations.</p> <p>Next Improvement Step: Continue to track and monitor progress</p>

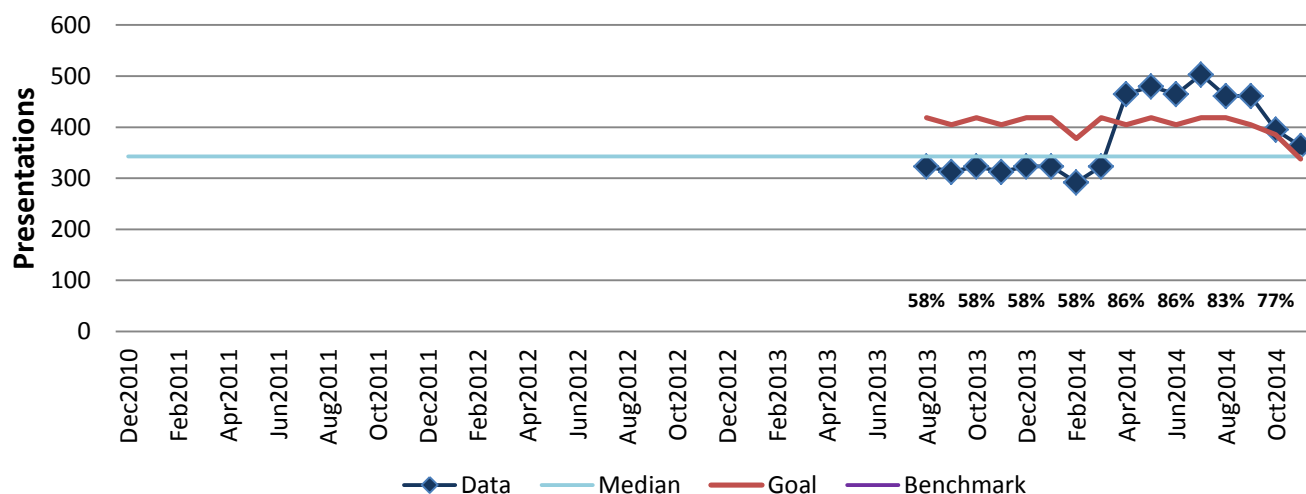
## How Are We Doing?

Dec2013-Nov2014 12 Month Goal	Dec2013-Nov2014 12 Month Actual		Nov2014 Goal	Nov2014 Actual	
<b>4,827</b>	<b>4,853</b>		<b>338</b>	<b>363</b>	
<b>Presentations</b>	<b>Presentations</b>		<b>Presentations</b>	<b>Presentations</b>	

## Animal Presentations Completion Rate



Good



## April2014-Nov2014 Pareto Analysis

